

# Keith Oliver

## Energy Industry Professional

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### E D U C A T I O N

B.S. Environmental Engineering

Minor: Economics

University of Vermont

### P R O F E S S I O N A L E X P E R I E N C E

#### Program Manager II

##### **Richard Heath & Associates**

07/2015-Current

- Oversees several utility-sponsored programs on behalf of SDG&E including the Energy Upgrade California Single- & Multi-Family QA/QC program, the EUC Mentoring Program, the SPLASH program, the Natural Gas Appliance Testing team as part of the Energy Savings Assistance Program, and the Building Operator Certification Program
- Manages the P&L for the EUC, mentoring, and SPLASH contracts
- Conducts audits for commercial & industrial facilities as part of the Energy Advantage Program
- Develops tools to streamline commercial, industrial and residential energy audits
- Authors commercial/industrial energy audit operating procedures
- Coordinates and facilitates technical meetings related to commercial, industrial and residential energy audits.

#### RESULTS:

- Has maintained over 30% margin on all contracts since joining RHA
- Re-negotiated contracts into 2016 with higher rates and higher NTE
- Developed program and facilitated lead generation for commercial audit program

#### Manager of Operations

##### **Next Step Living**

09/2013-06/2015

- **One of the original members to lead NSL's first expansion from MA to CT. Spear-headed the growth and development of our new division in CT**
- Hired, trained, mentored, and managed a team of 45 home energy advisors and technicians in a results-focused and budget-driven organization
- Designed compensation structures, team & individual metrics, and tracking processes
- Oversaw the operations, logistics and results of the team, and reported to the VP of Operations on P&L statements and production targets
- Optimized the efficiency and utilization of a fleet of 21 vehicles by effectively managing assignment logistics and maintenance
- Managed team attrition and staffing needs, including the on-boarding and off-boarding processes
- Examine individuals' processes and skills to identify areas of improvement in order to maximize each visit's efficiency, effectiveness, and revenue
- Planned & ran weekly team meetings and trainings
- Managed ordering, receiving, & stocking for a warehouse inventory of \$100,000 per month in materials
- Led the RFP response process to be accepted into the Home Energy Solutions program in 2015
- Actively worked with the marketing, outreach, accounting, inside sales, invoicing, technology, and training departments to ensure the success of the division
- Worked closely with the utilities to design a new home energy efficiency program in CT

#### RESULTS:

- 50% increase in team utilization in first 8 months in position to an average of 500 visits per month
- Increased revenue per visit from \$855 to \$1,569 while performing more than twice as many assessments
- Surpassed company targets across eight metrics every month
- Managed average revenue stream of \$639,000 with 355 assessments completed per month
- Achieved 23% conversion rate on insulation over tenure where the program average was 7%

## Home Energy Advisor

### *Next Step Living*

02/2013–9/2013

- Completed over 615 energy assessments in MA under the MassSave program and in CT under the EnergizeCT utility programs
- Contracted over \$580,000 in weatherization retrofits with a conversion rate of 34% for all visits completed and 48% excluding homes with no opportunity or roadblocks to help customers save money and be more comfortable in their homes
- Identified opportunity and generated interest in deeper energy retrofits including solar PV, windows, and HVAC to develop customized plans for energy efficiency upgrades for each homeowner with ROI analyses
- Proficient with diagnostic testing for combustion safety, blower door, true flow, and duct blasting
- Expertise in specifying insulation upgrades, defining thermal boundary and performing air sealing, and identifying critical air leakage in ducts and performing subsequent duct sealing

## Project Consultant

### *Soltas Energy, LLC*

08/2011-10/2011

- Originated sales and lease contracts for solar power plant developments on large commercial buildings
- Facilitated system design and cost aspects of proposed solar arrays

## Consultant

### *Merrimack Energy Group, Inc.*

05/2006-Current

- Performed cost & risk analysis for four battery storage technologies for a 70MW energy storage RFP
- Provided independent evaluation services for two utility-scale energy projects
- Evaluated project bids and completed qualitative analyses for projects on technology risks, financial viability, and interconnection feasibility
- Prepared summaries of over 100 renewable energy project proposals submitted in response to Request for Proposals issued by two major electric utilities to support Merrimack Energy who served as Independent Evaluator for both solicitations
- Prepared formal analysis on the technical aspects and economic feasibility of biofuel production from algae.
- Completed an economic analysis on the capital cost of solar technologies for a report prepared by Merrimack Energy on the financing of a large solar project in California
- Researched and summarized technological and economic issues associated with renewable energy technologies including ocean thermal energy conversion, solar technologies, wind technologies, and geothermal
- Assisted in the development of an Excel based spreadsheet model to calculate the economic cost and value of renewable energy projects
- Conducted research on the financial status and technology focus of a number of publicly and privately held renewable energy companies involved in renewable energy projects

## Sales Associate

### *Monolith Solar, LLC*

09/2010-5/2011

- Launched the Vermont branch of a New York-based solar installation company
- Identified and initiated contact with potential customers, performed a dozen shading analyses using the Solar Pathfinder equipment, and submitted six proposals to interested clients
- Received Vermont RERC certification for Monolith to install solar modules and obtain state incentives
- Designed a new company proposal template

## S K I L L S

- SalesForce
- MatLab
- AutoCAD/HydroCAD
- SolidWorks
- Office: Access, Outlook, Word, Excel, PowerPoint, & Word

- Management
- Project Organization and Development
- Training, coaching, mentoring
- On-boarding & off-boarding
- Customer Service
- Logistics & scheduling
- Lead Generation
- Equipment Handling/Inventory
- Balancing/Prioritizing Objectives

## Certifications

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- BPI Building Analyst & Envelope Certification
- HERS Rater II
- Advanced Lighting Controls Acceptance Test Technician (ATT)
- EPA 608 Type II
- Lead RRP Certification
- Interaction Associates Management Training